

Abstract

**A METHOD OF SIMPLIFYING THE TECHNICAL INFRASTRUCTURE
DEPLOYED IN A SYSTEM FOR PROCESSING QUESTIONS SENT FROM A**

5 MOBILE TELEPHONE

A user sends a SMS text message with a question; this message is then received at a central computer and sent out to one or more human researchers to compose an answer. An answer is sent back as a text message to the mobile telephone. The question is not
10 restricted to any category of question types and the question is sent using a premium rate text service.

Because a premium rate text service is used, this hugely simplifies the practical task of
actually deploying a working system since it greatly reduces the complexity of the technical
15 infrastructure that is required. In particular, the customer databases and billing systems
can be dispensed with.